



Live Webinars, More Hints & Tips, and Scheduled ProviderOne Downtime

ProviderOne maintenance scheduled the weekend of February 14 - 16, 2015

Extended maintenance to the ProviderOne system is scheduled for the weekend of February 14-16, starting the evening of February 13.

The system will be completely unavailable over the entire President's Day weekend between 5 p.m. Friday, February 13, and 6 a.m. Tuesday, February 17. The system will be up and running when staff return to work on February 17.

NEW WEBINARS:

Join us for a live "Question and Answer" webinar. ProviderOne staff will be on hand to answer your questions about the ProviderOne billing and claims system. Register now – space is limited!

Social Service Provider Question & Answer Webinars:

February 9, 2015 @ 2:00PM [Register](#)

February 11, 2015 @ 10:00AM [Register](#)

February 12, 2015 @ 2:00PM [Register](#)

Get the most out your webinar by taking the online training first!

Visit www.altsa.dshs.wa.gov/providerone/training.htm.

MORE HINTS & TIPS:

You asked, we answered! More 1-page "Hints & Tips" documents have been created to answer common questions we receive from providers like you. We will add more over the next couple of weeks. Visit www.altsa.dshs.wa.gov/providerone/training.htm to see them. Topics include:

- [Common Adjustment and Denial Reasons – Medical Providers](#)
- [Common Adjustment and Denial Reasons – Social Service Providers](#)
- [Do I Call BASS or My Case Worker?](#)
- [How Do I Bill – Medical or Social Service?](#)
- [How Do I Change My ProviderOne Notifications?](#)
- [How Do I Find My Taxonomy?](#)
- [How Do I Read the TCN?](#)
- [How Do Private Duty Nurses Find Medical Billing Modifiers?](#)
- [I am Logged In - Now What Do I Do?](#)
- [Researching Authorization Updates](#)

Get the Most Out of Your Call to Billing Assistance for Social Services (BASS)

We are experiencing large call volumes at BASS. Providers are strongly encouraged to review the training materials and How-To Guides **before** calling BASS. Those resources include everything you need to claim successfully in ProviderOne. The BASS team uses those same materials to answer a caller's questions.

Heaviest call volumes are Mondays, Tuesdays and Fridays. We encourage you to use the "call back" option. That reduces your time on hold, but keeps your place in line.

For More Information

For fastest service, submit your question at [Contact Us](#)

Call: 1-800-562-3022, after the intro, press 5 for Providers, then 1 for Social Services.
(Wednesday and Thursday are the lightest call volumes.)

Website: www.altsa.dshs.wa.gov/providerone

ProviderOne Log-in: www.waproviderone.org
